



**Goal: Service and Support Coordination...** A collaborative network of formal and informal services and supports is coordinated to meet the needs of older adults and caregivers.

**Objective 3: Coordination...** Create a coordinated network of services and providers that is designed to meet the needs of older adults and caregivers.

Priority Recommendation(s):

1. Promote a culture of client/consumer-centered service delivery among formal and informal providers.
2. Explore the concept of a centralized approach to accessing multiple services, resources, and opportunities (e.g., “no wrong door”).
3. Ensure funding processes are objective, accountable, and outcomes-driven.
4. Define and develop best practice models to utilize as standards that inform funding processes.
5. Coordinate planning efforts (re: health care and other service needs) among local community (city/county) and regional (Region B/Western North Carolina) entities to promote streamlined survey/data collection efforts and compatibility between data sets.

Additional Recommendation(s):

6. Prioritize funding for programs and services that demonstrate effective collaboration and/or coordination.
7. Prioritize funding to minimize unnecessary overlap and gaps in service.
8. Built greater flexibility into current funding streams to allow programs and services to develop new strategies for meeting the needs of older adults and caregivers.
9. Establish shared positions between agencies (e.g., Care Partners and DSS Medicaid worker position).
10. Establish system of regular case conferencing for aging services providers.
11. Require agency applications for Home and Community Care Block Grant funds to provide monitoring results from the Area Agency on Aging with their applications.